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Att: Matty  
From: Joe?

GIGATRON

HOME

PRODUCTS

SUPPORT

THE STORE

CORPORATE

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**Gigatron Sales Terms and Conditions\*:**

**Method of Payment:** Visa, MasterCard, Discover, and American Express

**Invoicing:** Orders are billed in U.S. dollars only. Prices are subject to change without notice.

**Sales Tax:** Applicable as required by law for sales to California customers

**Shipping & Handling:** All purchased software is shipped via leading delivery services such as Federal Express, UPS or USPS.

Most orders ship same business day if orders are received before 12 noon PST. (No shipping on Saturday, Sunday, or on Holidays.) Please allow additional time for international orders.

**International Orders:** Duties and taxes on international orders will be assessed by local officials and billed to you separately. There may also be additional freight charges applicable for particular destinations. You may email us with a request for a quote prior to placing your order.

Some international locations do not support toll-free calling services. If you place your order, you understand that services may be limited to long distance international toll calls and Internet message boards.

**30-Day Support Contracts:** All "30-Day Support Contracts" are sold in 30 consecutive-calendar-day increments, beginning on the day of the sale and ending on the 30th calendar day. Live technical assistance via phone is not available on weekends or holidays. "30-Day Support Contracts" include:

- Live technical assistance via phone during normal operating hours (not available on weekends or holidays)
- Access to select Webinars
- Gigatron's Online Knowledge Base (available 24 hours a day)

**Subscription Renewals**

When you renew your annual subscription, our online store will automatically add 365 days to your original expiration date on file. Your key may be immediately activated for the new expiration date. Lapsed subscriptions are subject to a late renewal fee of \$199.00.

**Gigatron's Message Board** - moderated Monday through Friday only (available 24 hours a day, not moderated during weekends or holidays)

**Return Policy:** A restocking charge shall apply to all newly purchased items if returned within the first 30 days of receipt. These charges may vary between products, but are usually fifteen to fifty percent of your item list price. If promotional items are included in your sale your refund is limited to 50% of your total net sales invoice. Refunds are not available on startup fees, freight, subscription renewals, replacement parts, transcript access fees, or 30-day customer support purchases. Some advertised specials may also limit your return options; check the advertised special for details. (e.g. the current special IPAD promotion is non-refundable)

Please contact us with a request for a return authorization number. We will provide you with instructions and a reference number. You may then return the product and all its components to us via certified mail or delivery service. When your return is received, your refund will be processed within five business days.

We are unable to process refunds unless they are clearly labeled with return authorization number (i.e. RMA#).

Feel free to contact us with any questions or comments you may have.

*\*The terms and conditions provided here apply to all sales transactions processed through Gigatron's web site (<http://www.gsclion.com>) or through telephone orders.*

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### **Privacy Statement:**

This site is owned and controlled by Gigatron Software Corporation, Irvine, CA 92606. The following states Gigatron's policy regarding the privacy rights of visitors to this web site. We respect your right to privacy and your desire for security when you use your credit card for on-line shopping.

#### **Information Collection and Use**

Gigatron Software Corporation is the sole owner of the information collected on this site. We collect information from our customers at several points from the site for the purpose of providing individualized information and authorized services. We also reserve the right to sell, share, or rent this information to others for purposes of providing services we think you may be interested in.

#### **Login Required Areas**

Portions of this site require a visitor to be a current Gigatron customer. These areas provide services as defined in Gigatron's technical support contracts.

#### **Orders**

When you place an order on-line, we ask for information that is necessary to process and ship your order. If necessary, we might use this information to contact you for help should there be a problem with the order processing. We might also use your email information to confirm your product shipment and/or to notify you of future updates and special features of our products. All information collected in Orders is stored in a secure database.

#### **Log Files**

Internet Protocol (IP) addresses are used to analyze site visitor trends, administer the site, and gather broad demographic information for use by Gigatron Software Corporation. IP addresses are not linked to personally identifiable information.

#### **Links**

This site may contain links to third-party sites solely as a convenience to you. If you use these links, you leave the Gigatron site. Gigatron does not review or control these sites, nor make any representations about them or the information or services they provide. If you decide to access these sites, you do so at your own risk.

#### **Security**

This site has security measures in place to protect the loss, misuse and alteration of the information provided on the site. The site uses Secure Socket Layer (SSL) technology, the current standard for secure transactions over the Internet, to promote the security of your data. There are some simple measures that you can take to promote protection of your information. First, to help protect the security of your account, do not share your password or other personal software account information with others. Also, please remember to "log-off" after using any of our on-line services when you have finished using the site. While we strive to protect your personally identifying information, the Internet is not fully secure. Consequently, Gigatron Software Corporation cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. We do however attempt to ensure its security on our system. If you have any questions about the security at our Internet Web site, you can send an email to the Gigatron Software Corporation [Web Master](#). Your continued use of the Gigatron website will mean that you accept the Privacy Statement and all changes posted from time to time.

#### **Correction/Updating Personal Information**

You may make changes to your personal account information (address, phone number, email) by logging in and choosing to "modify" your account. Should you need to make changes to your name, or no longer desire our services and wish to have your information removed, please contact us directly and we will endeavor to correct, update or remove your personal data. Licensed software users should request name